

Regence Online Services for Providers

Regence Online Services for Providers is a free, secure Web-based tool that allows physicians, other health care professionals and facilities access to valuable information for most Regence members. This eliminates the need to call Customer Service for routine patient information.

Our online tool allows your office to:

- Verify eligibility and general benefits
- View deductible and coinsurance maximum amounts
- Review the status of submitted claims
- Search for payment vouchers by provider name, voucher number or check number
- Search for providers
- Review and respond to member feedback about their experiences with you (See our *Provider Web Site*, www.id.regence.com/physician, for more information.)
- Enhance your individual profile page, including philosophy of care, practice areas of expertise, appointment availability, awards and other distinctions and patient demographics (See our *Provider Web Site* for more information.)

For Regence InnovaSM, EngageSM, ActivateSM and HSA Healthplan 2.0SM patients, you can also view specific benefit details, benefit summaries or a complete benefit booklet in a PDF format.

How to Register

1. Registering your Organization

- Determine who in your office or organization will act as your site administrator
- Register your organization and request access by completing the *Organization Registration Form* available in the Regence Online Services for Providers section of our *Provider Web Site*. **This should only be completed once by the site administrator for your site, organization or office.** Please contact your provider consultant if you are not sure whether or not your organization has already been registered.
- Your site administrator will be contacted within five business days to complete the set up of your account. The site administrator will then receive an Organization Access ID (OAID) that will allow users at your organization to self-register for access.

2. Registering for User Access

- Your OAID, created by registering your organization, will allow new users to self-register by completing the *New User Registration* form available in the Regence Online Services for Providers section of our *Provider Web Site*. **New users cannot self-register without your organization's OAID.**

- After a new user completes the online registration form, the site administrator will receive an email indicating that he or she must approve the activation of the employee's account. The site administrator may also provide verbal approval by contacting our support team at 1 (888) 427-0470.
- After the approval is complete, the user will receive an email indicating that his or her account is active.

Technical Requirements

Users need a computer with an Internet (cable or DSL recommended) connection speed of 56k or higher and an Internet browser with 128-bit encryption.

System Hours

- **Innova, Engage, Activate and HSA Healthplan 2.0:** Available 24 hours a day, Monday through Saturday. Unavailable from 8 a.m. to noon (PT) on Sunday; and from 7 p.m. on the third Saturday of the month to 7 p.m. (PT) on Sunday for maintenance.
- **Regence MedAdvantage:** Available 6:30 a.m. to 8 p.m. (PT), Monday through Saturday. Unavailable on Sunday.
- **All other products:** Available 24 hours a day, seven days a week. Unavailable the third Sunday of every month.

Site Administrators

Each office or organization with system access is known as a "site." Each site must have an appointed site administrator. The site administrator will be responsible for monitoring all user access for your organization or office. Site administrators allow new users access to their organization information by providing them with the OAID and self-registration instructions.

Site administrators can request the following changes to their organization's account by submitting the *Information Update Form* in the Regence Online Services for Providers section of our *Provider Web Site*:

- Site administrator change (new site administrator or change to contact information)
- Office change (new office manager, office address, phone or email change)
- User delete (new users may self-register online using your OAID)

Remember to have new physicians or other health care professionals joining your practice register for new-user access. Registered users can:

- Perform routine claims, benefit and eligibility inquiries quickly and easily
- Create a personalized online space to share information about their practice by updating their Enhanced Provider Profile

Our Support Team

Help is available when you need it.

- Most screens feature clearly labeled buttons to help you navigate
- A help section provides additional information
- Our Regence Online Services for Providers Support team is available to answer your questions at 1 (888) 427-0470, Monday through Friday, 6 a.m. to 6 p.m. (PT).

Your provider consultant is available to train your office and to assist with problems, questions or suggestions.